

" Thank you for your time and patience. Without you, I could never have settled the conflicting information about my loans so quickly. **"**

Student loan borrower

" I had been trying to solve my school loan problems for years but to no avail. My specialist resolved my problem and I feel like a tremendous weight has been lifted from my shoulders. She was absolutely wonderful! **"**

Student loan borrower

" It was such a relief to finally feel like someone wanted to help. You have no idea what a difference you made to me. **"**

Student loan borrower

Useful Information...

FSA Student Aid Information Center:
1.800.4.FED.AID
1.800.433.3243

FSA Student's portal:
www.studentaid.ed.gov

NSLDS Student Access:
www.nsls.ed.gov

General Information:
www.students.gov

Contact the Ombudsman...

Telephone: 877.557.2575 (toll free)
202.377.3800 (toll call)

Fax: 202.275.0549

Mail: U.S. Department of Education
FSA Ombudsman
830 First Street, N.E.
Washington, DC 20202-5144

Online: www.ombudsman.ed.gov

Email: fsaombudsmanoffice@ed.gov



office of the
ombudsman



The Federal Student Aid Ombudsman is...

An impartial resource to help borrowers resolve student loan concerns when other approaches have failed.



The Ombudsman can help customers...

- ▶ Resolve discrepancies in loan balances and payments.
- ▶ Understand interest and collection charges.
- ▶ Rehabilitate loans by establishing satisfactory repayment plans.
- ▶ Defer or discharge loans.
- ▶ Resolve issues related to income tax refund offsets, default status, consolidations, bankruptcies, service quality, and other customer concerns.

The Ombudsman does *not*...

- ▶ Force solutions.
- ▶ Reverse decisions.
- ▶ Advise or represent a borrower in a formal grievance.



We Help Put America Through School

Before contacting the Ombudsman...

Use the customer service processes at the school, lender, and loan service agency contacting you about the loan.



When contacting the Ombudsman, be ready to...

- ▶ Identify the problem and the reasons behind it.
- ▶ Describe the actions you took to resolve the problem.
- ▶ Define expectations.
- ▶ Outline what you believe you can do to help resolve the problem.
- ▶ Supply personal information (full name, social security number, date of birth, address, phone number) and any documentation to support your position.